

IN THE CLAIMS:

We claim:

1-9 (Cancelled without prejudice)

10. (New) A computer implemented method for providing service information about a plurality of building sites:

providing a web portal comprising a database, and storing service information about a plurality of building sites in said database, said web portal capable of being operatively connected to one or more clients;

receiving at said web portal a request from one or more clients for information for a plurality of building sites;

determining at said web portal a plurality of service activities that are implicated by said request;

transmitting from said web portal said information implicated by said request such that said information is capable of being displayed on a client display;

receiving at said web portal a client request for service information about an individual building site selected by said client; and

transmitting from said web portal said service information about an individual building site implicated by said request such that said information is capable of being displayed on a client display.

11. (New) The method according to claim 10, further comprising receiving a request about the call status of service activities at said individual building site and transmitting said call status information such that said call status information is capable of being displayed on a client display.

12. (New) The method according to claim 10, further comprising receiving a request about the call type of service activities at said individual building site and transmitting said call type information such that said call type information is capable of being displayed on a client display.

13. (New) The method according to claim 10, further comprising receiving a request about service being performed on different systems at said individual building site and transmitting said information about different systems such that said different system information is capable of being displayed on a client display.

14. (New) The method according to claim 10, further comprising receiving a request about service orders placed for an individual building site and transmitting said information about said service order information such that said service order information is capable of being displayed on a client display.

15. (New) The method according to claim 14, further comprising receiving a request about equipment serviced under a service order and transmitting said equipment information such that said equipment information is capable of being displayed on a client display.

16. (New) The method according to claim 15, further comprising receiving a request for a technical diagram for a piece of equipment and transmitting said technical diagram such that said technical diagram is capable of being displayed on a client display.

17. (New) The method according to claim 14, further comprising receiving a request for information about one or more activities logged to a service order and transmitting said logged activity information such that said logged activity information is capable of being displayed on a client display.

18. (New) A system for providing service information about a plurality of building sites, said system comprising:

a web portal comprising a database for storing service information about a plurality of building sites, said web portable capable of receiving requests from one or more clients operatively connected to said web portal for service information a plurality of building sites, said web portal capable of determining service activities stored in said database implicated by said requests, said web portal capable of transmitting said information requested by said one or more clients, said web portal capable of receiving a second request for service information about one building site, said web portal

capable of determining service activities stored in said database implicated by said second request, said web portal capable of transmitting said service information to said client requesting the information.

19. (New) The system according to claim 18, wherein said web portal is capable of transmitting information about the call status of service activities at said individual building site to a client based upon a client request received by said web portal for such information.

20. (New) The system according to claim 18, wherein said web portal is capable of transmitting information about the call type of service activities at an individual building site to a client based upon a client request received by said web portal for such information.

21. (New) The system according to claim 18, wherein said web portal is capable of transmitting information about service being performed on different systems at said individual building site to a client based upon a client request received by said web portal for such information.

22. (New) The system according to claim 18, wherein said web portal is capable of transmitting information about service orders placed for an individual building site to a client based upon a client request received by said web portal for such information.

23. (New) The system according to claim 22, wherein said web portal is capable of receiving a request from a client for information about a service order at an individual building site and is capable of transmitting information about said service order to said client.

24. (New) The method according to claim 23, wherein said web portal is further capable of receiving a request for information from a client about equipment serviced under a particular service order and is capable of transmitting said information to said client.

25. (New) The method according to claim 24, further comprising wherein said web portable is capable of receiving a client request to display a technical diagram for a piece of equipment, and transmitting from said web portal said technical diagram such that said technical diagram is capable of being displayed on a client display.

26. (New) The method according to claim 23, wherein said web portal is further capable of receiving information about one or more activities logged to said service order and is capable of transmitting said activities logged information such that said logged activities information is capable of transmitting said information to said client.

27. (New) A computer implemented method for providing service information about a building site:

providing a web portal comprising a database, and storing service information about a plurality of building sites in said database, said web portal capable of being operatively connected to one or more clients;
receiving at said web portal a request from one or more clients for information for a building site;
determining at said web portal a plurality of service activities that are implicated by said request;
transmitting from said web portal said information implicated by said request such that said information is capable of being displayed on a client display.

28. (New) The method according to claim 27, further comprising receiving a request about the call status of service activities at said individual building site and transmitting said call status information such that said call status information is capable of being displayed on a client display.

29. (New) The method according to claim 27, further comprising receiving a request about the call type of service activities at said individual building site and transmitting said call type information such that said call type information is capable of being displayed on a client display.

30. (New) The method according to claim 27, further comprising receiving a request about service being performed on different systems at said individual building site and transmitting said information about different systems such that said different system information is capable of being displayed on a client display.

31. (New) The method according to claim 27, further comprising receiving a request about service orders placed for an individual building site and transmitting said information about said service order information such that said service order information is capable of being displayed on a client display.

32. (New) The method according to claim 27, further comprising receiving a request about equipment serviced under a service order and transmitting said equipment information such that said equipment information is capable of being displayed on a client display.

33. (New) The method according to claim 32, further comprising receiving a request for a technical diagram for a piece of equipment and transmitting said technical diagram such that said technical diagram is capable of being displayed on a client display.

34. (New) The method according to claim 32, further comprising receiving a request for information about one or more activities logged to a service order and transmitting said logged activity information such that said logged activity information is capable of being displayed on a client display.